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**MAINE**

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Promotional  
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Part Time  
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#### HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

#### ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

*The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.*

## Career Opportunity Bulletin

### CUSTOMER REPRESENTATIVE ASSOCIATE I

**Code:** 651200

**Pay Grade:** 11 (\$12.02- 16.84/hr.)

**Open for Recruitment:** July 23, 2014 - Until Canceled

#### JOB DESCRIPTION

This is complex customer service in assisting internal and external customers requiring a solid knowledge of the principles and practices of quality customer service. As an employee in this position you will provide office and administrative support work directly and indirectly assisting customers in securing services such as communication transmissions, employment, ferry, social, or public services. Your responsibilities require independent judgment in handling exceptions to established work assignments, priorities, and schedules.

#### Typical Duties

- Correspond with the public to receive/provide information and/or adjust complaints.
- Prepare worksheets and perform data entry.
- Query for data via telephone, computer, and/or written communication.
- Examine documents/information, determine facts, detect errors and irregularities, and take action as authorized.
- Establish computerized and/or manual filing systems.
- Format and type standard business correspondence from draft or dictation into final form using varied correspondence formats.
- Write regular and/or periodic reports.
- Apply to routine individual cases an explanation and interpretation of applicable rules, regulations, policies, procedures, codes, and/or documentation requirements.

#### MINIMUM REQUIREMENTS

In order to qualify you must have, training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a solid knowledge of the principles and practices of quality customer service to perform complex work in assisting the public on matters such as communication transmissions, employment, ferry, social, or public services; and 2) ability to use independent judgment in handling exceptions to established work assignments, priorities, and schedules.

**LICENSING/REGISTRATION/CERTIFICATION REQUIREMENTS:** Some positions may require possession of a valid Class B Maine Motor Vehicle Operator's License.

**Value of State-paid Dental Insurance: \$13.13 biweekly**

**Value\* of State-paid Health Insurance:**

- Level 1: 100% State Contribution (employee pays nothing): \$375.10 biweekly
- Level 2: 95% State Contribution (employee pays 5%): \$356.35 biweekly
- Level 3: 90% State Contribution (employee pays 10%): \$337.59 biweekly
- Level 4: 85% State Contribution (employee pays 15%): \$318.84 biweekly

\*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2014.

**Value of State's share of Employee's Retirement: 16.17% of pay.**